

Dear Prospective Offerors:

After the site visit October 17, 2023 @ 10:30 local time, we have received the following questions from vendors that attended on this site visit. Please find the responses below:

What is the respond time for physically assisting any alarm failure or troubleshooting?

** Contractor shall be able to respond to all alarm soundings within two (2) hours.(refer to attached RFQ, page 13, first paragraph under PWS.*

2. How many times will it be needed to advise and train the staff on using the alarm system that already is installed? (annually)

** This will be required from COR , please refer to RFQ, page 14, paragraph 1.1.2*

1.1.2. TUTORIAL/TRAINING OF EXISTING ALARM SYSTEMS

The Contractor will, when required by the COR, provide training to Embassy Security Guards in Albanian on the operation of the Central Monitoring Station. Task Orders will be issued for each training session.

3.Is there any confirmed installment or changes to be made that are known?

** No, there are not any change on installment.*

4.Please confirm if our availability is needed 27/7 (including holidays)?

** Yes, this should be maintained 24/7 – respond time within 1 hour.*

1.3.8 EMERGENCY TROUBLESHOOTING RESPONSE

The Contractor shall respond within two (2) hours to a residence experiencing a malfunctioning alarm and will take actions to troubleshoot and repair the alarm. If the error is with the Central Monitoring Station at the Embassy, the Contractor shall respond within one (1) hour and will take actions to troubleshoot and repair the malfunction. The Contractor will advise the COR on actions taken to remedy the faulty alarm.

5. What is the total building count in how many separate locations with total of how many alarms?

**3 location, in total 85 residences. This info you may find also on RFQ.*

6.Do we need to have a someone from our time be in the building during work hours?

** No.*

7.What was the total value for the previous maintenance contract?

** \$211,422.20.*

8. Besides being registered at Sam is there anything else we need to provide?

**No, but please make sure to compete the Section 5, page 55*

SECTION 5 - OFFEROR REPRESENTATIONS AND CERTIFICATIONS of RFQ-Telecommunications

Also, in addition please find guidance's how to register your company within SAM.gov through the following link:

https://www.fsd.gov/gsafsd_sp?id=kb_category&kb_category=2ad0cfc81b4f64108aa3a8eae54bcf5&kb_id=f66d8e6cdb76d4100d73f81d0f9619c6